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Job details

Job 1 of 1

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• Cafeteria Benefit Plan • Defined Contribution Retirement Plan • Deferred Compensation & Thrift Plan • 11 Paid Holidays • Generous Vacation and Sick Leave Benefits • Flexible Work Schedules**Position/Program Information** Positions allocable to this class typically report to a higher-level administrative manager and supervise 20 or more telephone operating personnel in a 24-hour centralized call center. Incumbents must have considerable knowledge of telephone techniques and procedures, knowledge of the principles of effective supervision and training, and the ability to respond quickly and skillfully to emergency situations.**Essential Job Functions** Directs and coordinates the work of subordinate supervisors and support staff in the Telephone Repair, Dispatch, and Los Angeles County Information (411) Operators Units to ensure efficient operation and maintenance of telecommunications related incidents, call centers, and infrastructure support functions.

Plans, organizes, and controls activities of the Telephone Repair, Dispatch, and 411 Operators Units to ensure customer support coverage is available 24 hours per day, seven days per week;

may be on call 24 hours a day to resolve or assist in resolving 411-related issues.

Prepares or supervises the preparation of quality assurance reports to assess, coach, and/or counsel employees to improve work productivity and customer satisfaction.

Identifies, schedules, and may conduct training for support staff in the use of new equipment or software (e.g., Service Management System, automatic call distribution, or Web Admin).

Participates in interviewing, hiring, and evaluating staff and ensures staff is in compliance with departmental policies and procedures.

Confers with representatives of client departments and technical support organizations to develop processes and procedures for routing telephone calls in an accurate and timely manner.

Advises and assists staff in identifying, analyzing, and resolving call-related PBX and VoIP telephone systems issues.

Assists management with upgrading support tools (e.g., PBX, VoIP System, or Service Management System) by establishing requirements for new systems, testing new tools, or developing call processes.

Assists in the preparation of the section's budget by identifying costs and providing justification for new and recurrent supplies and contractors.

Requirements

One year of experience at the level of Los Angeles County's class of Telephone Operations Supervisor I.*

Physical Class

Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

**License(s)
Required**

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related

**Desirable
Qualifications**

essential functions.

Demonstrated experience working as a shift supervisor for a 24-hour centralized call center in a telecommunications company.

Excellent decision-making and analytical skills.

Effective oral and written communication skills.

Excellent interpersonal and customer service skills.

Ability to deal calmly and effectively with a high-volume of assignments, conflicting deadlines, and changing circumstances.

Ability to respond quickly and skillfully to emergency situations.

**Special
Requirement
Information**

*Experience at the level of Los Angeles County's class of Telephone Operations Supervisor I is defined as **supervising the shift operations of a 24-hour centralized call center.**

**Examination
Content**

This examination will consist of an interview which will evaluate the candidate's technical knowledge, experience, training, personal fitness and general ability to perform the duties of the position weighted 100%.

Candidates must achieve a passing score of 70% or higher as established by the department in order to be placed on the eligible register.

**Special
Information**

The section operates 24 hours per day, 7 days per week. Appointees are required to work a normal day shift; however, may be required to work overtime in order to provide on-call assistance to staff.

A thorough background investigation (including fingerprint search and reference verification) will be required of candidates. Candidates who are found to be unsuitable for employment as a Telephone Operations Supervisor III will be removed from the certification list pursuant to Civil Service Rule 6.04.

DISQUALIFYING FACTORS INCLUDE, BUT ARE NOT LIMITED TO:

- Felony convictions.

- Certain job-related misdemeanor convictions.
- Certain serious traffic convictions or patterns of traffic violations (e.g., 4 or more moving violations within the past 2 years, failure to appear, at-fault accidents and driving under the influence).
- Illegal use of certain controlled substances.
- Poor employment history.

**Vacancy
Information**

The eligible register will be used to fill vacancies in the Internal Services Department, Customer Assistance Division located at 9150 E. Imperial Highway, Downey, CA 90242.

**Eligibility
Information**

The names of candidates receiving a passing grade in the examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation.

PASSING THIS EXAMINATION AND BEING PLACED ON THE ELIGIBLE REGISTER DO NOT GUARANTEE AN OFFER OF EMPLOYMENT.

RETAKE PERIOD: NO PERSON MAY COMPETE FOR THIS EXAMINATION MORE THAN ONCE EVERY TWELVE (12) MONTHS.

**Available Shift
Application and
Filing
Information**

Any

[APPLICATIONS MUST BE FILED ONLINE ONLY](#)

[APPLICATIONS WILL NOT BE ACCEPTED BY MAIL, FAX, OR IN PERSON](#)

All applicants for this examination are required to submit a standard Online Los Angeles County Employment Application. ALTHOUGH A RESUME MAY BE ATTACHED, IT WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR THE STANDARD ONLINE LOS ANGELES COUNTY EMPLOYMENT APPLICATION.

The acceptance of your standard Online Los Angeles County Employment Application depends on whether you have clearly shown that you meet all of the Selection Requirements. **Completely and correctly fill out every portion of your online application to receive credit for all relevant experience, education, or training according to the Selection Requirements.** Fully address any

desirable qualifications that you meet, if applicable. In the space provided for education, include the names and addresses of schools attended, titles of courses completed, dates completed, and number of credits and/or certificates earned. For each job held, give the name and address of your employer, your job title, beginning and end dates, description of work performed, total number of hours worked (full or part time), and salary earned.

ALL INFORMATION IS SUBJECT TO VERIFICATION

INCOMPLETE OR INACCURATE APPLICATIONS, OR THOSE LACKING THE REQUIRED DOCUMENTATION, MAY BE REJECTED AT ANY STAGE OF THE SELECTION PROCESS.

INSTRUCTIONS FOR FILING ONLINE:

Click on the tab above or below this bulletin that reads APPLY TO JOB.

We must receive your completed online application by 5:00 p.m. Pacific Standard Time (PST), on the last day of filing.

NOTE: NO ATTACHMENTS MAY BE APPENDED TO YOUR ONLINE APPLICATION ONCE YOU PRESS "SUBMIT." To avoid your application being rejected as incomplete, have **ALL** required documents uploaded as attachments **BEFORE** submitting your online application.

If you are unable to upload your attachments, please click on the help link for technical assistance, or go to: <http://dhrdca.co.la.ca.us/eHR/HelpSubmit.aspx>, or you may fax the attachments to (323) 780-9006 by 5:00 p.m. (PST), on the last day of filing. Please include the exam number and exam title.

SOCIAL SECURITY NUMBER:

All applicants must enter a valid social security number at the time of filing. Entering anything other than a valid social security number (i.e., 000-00-0000, 111-11-1111, etc.) will not complete your application.

County of Los Angeles Information**COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES:**

For candidates who may not have regular access to a computer or the internet, applications can be completed on computers at public libraries throughout Los Angeles County.

NO SHARING OF USER ID AND PASSWORDS:

All applicants must file their application online using their own user ID and password. Using a family member's or friend's user ID and password may erase a candidate's original application record.

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:

[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)

OR

Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

**Department
Contact Name**

Chhomneary Ros

**Department
Contact Phone**

(323) 881-3670

**Department
Contact Email**

cros@isd.lacounty.gov

**ADA Coordinator
Phone**

(323) 267-2432

Teletype Phone

(800) 897-0077

**California Relay
Services Phone**

(800) 735-2922

**Alternate TTY
Phone**

(800) 899-4099

Job Field

General Government Services/Other

Job Type

Administrative Support

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